
Chapter 3: The Meridian IVR tools

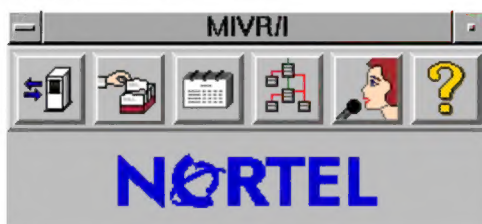
The Meridian IVR main menu

The Meridian IVR main menu enables you to create, run, and manage Meridian IVR applications. This chapter describes each Meridian IVR tool and its menu options.

The Meridian IVR main menu contains all the tools which you can use to create applications and administer the system. The main menu appears when you log on to the system. [Figure 3-1](#) shows the main menu and the tool icons.

Access to these tools depends on the system options and the type of account you have ([Table 1-2, “Meridian IVR account privileges,”](#) on page 1-3).

Figure 3-1
Meridian IVR main menu



You can access Meridian IVR tools directly from the main menu or by using the background menus described in Chapter 2.

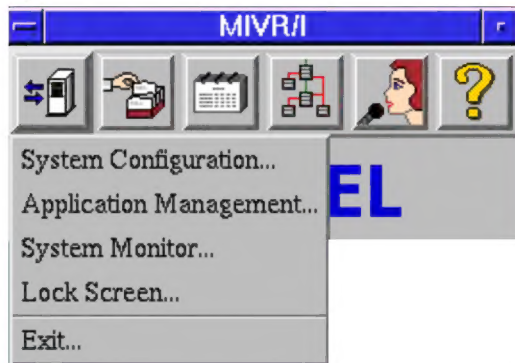
Each menu bar icon shown in [Figure 3-1](#) displays a pull-down option menu. By using the Help tool, you can access descriptions of these options.

Each tool, represented by an icon, is described in the following sections.

The System Administration tool

The menu options on the System Administration tool enable you to set up and control the Meridian IVR system. **Figure 3-2** shows the System Administration icon and menu.

Figure 3-2
System Administration icon and menu



The System Administration tool enables you to perform the following tasks:

- Configure your particular installation.
- Assign channels, load/unload, and start/stop applications.
- Monitor Meridian IVR voice channel activity.
- Lock your screen to prevent unauthorized access.
- Close the Meridian IVR interface.

For more detailed information on the features of System Administration, refer to the *Meridian IVR System Administration Guide* (NTP 555-9001-300).

Procedure 3-1 **Accessing the System Administration tool**

- 1 From the Meridian IVR Main Menu, click on the first icon with the left mouse button to display the pull-down menu.
- 2 Select the feature you want to use.

The outline for the window appears on the desktop.

- 3 By dragging the mouse, move the cursor to where you want to place this new window.
- 4 Press the left mouse button to release the window on the desktop.

Additional administration options

Here are some additional functions that enable you to manage the Meridian IVR system.

Meridian Mail Administration

You can select this option to access the Meridian Mail Administration logon screen. Once you log in, you can administer your Meridian Mail.

Application Management

You can select this option to load, start and stop applications on available voice channels.

System Monitor

You can select this option to view channel status.

Lock screen

You can use this option to prevent users from accessing your Meridian IVR account.

Exit

You can select this option to stop and remove the Meridian IVR main menu. If you start the Meridian IVR core software or any tools, they continue to run in the background.

Meridian IVR start, stop, and reset features are also available on Run-Time systems. You can access these features from the System Administration tool.

The Database Editor tool

This tool is available on all Development systems and is optional on Run-Time systems. Meridian IVR supports a local information database where you can store data. For example, you may want to store names, addresses, and phone numbers of customers who use an order entry application. You can use the menus in the Database Editor to set up and manage information.

Each information database consists of records that can be connected to applications or used separately. The total number of records per database that you can define depends on the available disk space and the total number of databases. Each database record occupies 320 bytes (10 fields at 32 characters).

Procedure 3-2

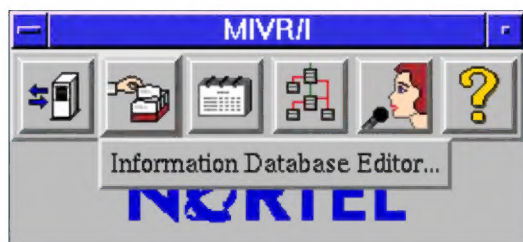
Accessing the Database Editor tool

- 1 From the Meridian IVR Main Menu, click on the second icon with the left mouse button to display the menu.
- 2 Select the Information Database Editor option (see [Figure 3-3](#)).
The outline for the window appears on the desktop.
- 3 By dragging the mouse, move the cursor to where you want to place this new window.
- 4 Press the left mouse button to release the window on the desktop.

For a detailed description of the Database Editor, refer to the *Meridian IVR System Administration Guide* (NTP 555-9001-300).

Figure 3-3

The Database Editor icon and menu



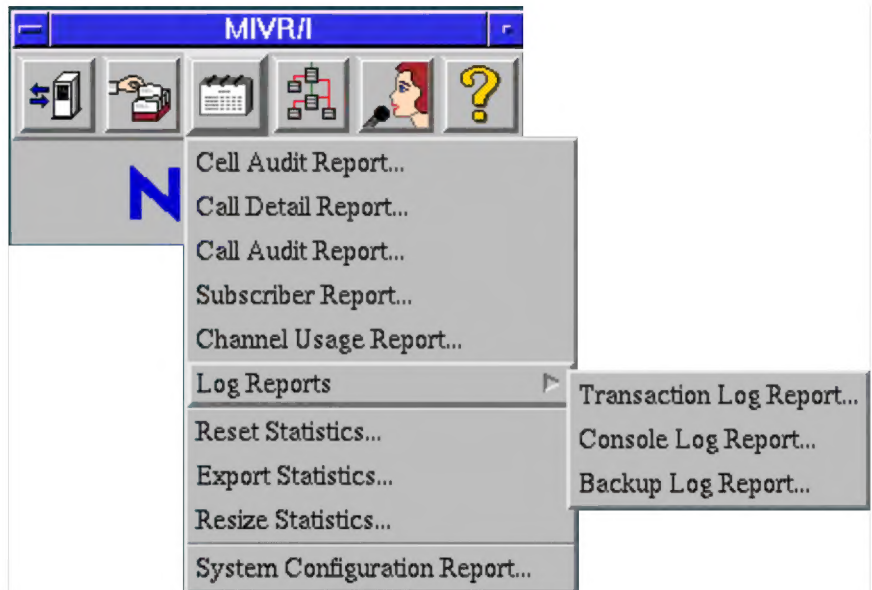
The System Reports tool

The System Reports tool allows you to monitor information about all of the activity in the system. This tool also allows you to track how many calls the system receives by the day, hour, or voice channel. You can also track other statistics about Meridian IVR. The reports can be displayed or printed.

Procedure 3-3**Accessing the System Reports tool and options**

- 1 From the Meridian IVR Main Menu, click on the third icon with the left mouse button to display the pull-down menu of options.
- 2 Select the option that you want to use (see [Figure 3-4](#)).
The outline for the window appears on the desktop.
- 3 By dragging the mouse, move the cursor to where you want to place this new window.
- 4 Press the left mouse button to release the window on the desktop.

The *Meridian IVR System Administration Guide* (NTP 555-9001-300) explains the different reports which can be generated by using the System Reports tool.

Figure 3-4**The System Reports icon and menu**

The Application Editor tool

This graphical tool is only available on Development systems and is used for developing applications. The Application Editor consists of a palette of cells and a drawing board on which you can design and build any Meridian IVR or voice messaging applications.

You can use the Application Editor to design applications that perform the following activities:

- Answer a telephone call.
- Play recordings for a caller.
- Ask a caller to press touchtone keys if they want to leave information.
- Ask a caller to press touch-tone keys to choose an action, then perform the action that the caller chooses.
- Record and store messages from callers.
- Make outgoing telephone calls.
- Connect a caller to an operator.
- Connect a caller to equipment outside the system such as a paging terminal.
- Schedule an application.
- Perform math operations.
- Access the information from a host database.
- Access the information from a local or remote SQL database.
- Access the information from the local information database.

Note: The Application Editor is not available from the *admin* account.

Procedure 3-4

Accessing the Application Editor tool

- 1 From the Meridian IVR Main Menu, click on the fourth icon with the left mouse button to display the pull-down menu.
- 2 Select the Application Editor option.

The outline for the window appears on the desktop.

- 3 By dragging the mouse, move the cursor to where you want to place this new window.
- 4 Press the left mouse button to release the window on the desktop.

The *Meridian IVR Application Development Guide* (NTP 555-9001-310) explains the Application Editor.

Figure 3-5
The Application Editor icon and menu



The Voice Prompt Editor tool

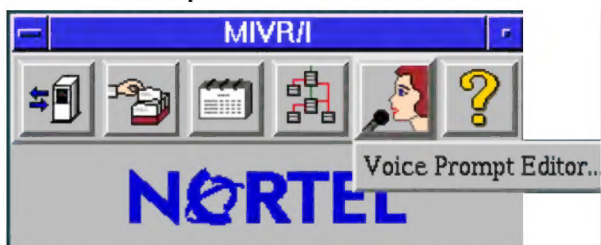
This tool is available on Development systems and is optional on Run-Time systems. Meridian IVR provides access to the Voice Prompt Editor (VPE). The VPE allows you to record and update prompts to guide callers through your applications. You may record a prompt directly through a telephone or, for superior sound quality, make a studio recording on tape. You can edit stored voice prompt files by using the VPE.

Procedure 3-5 Accessing the Voice Prompt Editor tool

- 1 From the Meridian IVR Main Menu, click on the fifth icon with the left mouse button to display the pull-down menu.
- 2 Select the Voice Prompt Editor option (see [Figure 3-6](#)).
The outline for the window appears on the desktop.
- 3 By dragging the mouse, move the cursor to where you want to place this new window.
- 4 Press the left mouse button to release the window on the desktop.

For more information on the Voice Prompt Editor, see the *Meridian IVR System Administration Guide* (NTP 555-9001-300).

Figure 3-6
The Voice Prompt Editor icon and menu



The Help tool

You can access further information about Meridian IVR directly at your workstation by using the Help tool.

Procedure 3-6 **Accessing the Help screen**

- 1 From the Meridian IVR Main Menu, click on the last icon with the left mouse button to display the pull-down menu.
Note: Version information appears in this list.
- 2 Select the Help option.
A help screen appears as shown in [Figure 3-7](#).
- 3 Double click on the word `HELP`.
- 4 Using the mouse, access a pull-down menu and select the option for which you require information.

Figure 3-7
Help screen



The Fax Response tool

This is an optional tool available on both the Development and Run-Time systems. The Fax Response tool allows the caller to send and receive faxes within the IVR session. The administrator can also view and edit faxes prior to making them available to callers.

Procedure 3-7 **Accessing the Fax Response tool**

- 1 With the pointer on the desktop, click the left mouse button and select the MIVR Fax GUI option from the pull-down menu.

The Meridian IVR Fax Response main menu appears.

- 2 Select the feature that you want to use by clicking on its icon (see [Figure 3-8](#)).

Figure 3-8
The Meridian IVR Fax Response menu



The outline for the window appears on the desktop.

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- 3 By dragging the mouse, move the cursor to where you want to place this new window.
- 4 Press the left mouse button to release the window on the desktop.

For more information on Fax Response, see the *Fax Application Guide* (NTP 555-9001-350).

Meridian IVR

Getting Started Guide

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